Interview Practice – Questions, Your Answers, and Improved Versions

Tell me about yourself.

Your answer:
I have six months of experience as an administrative assistant at a company that installs security cameras, and one and a half years in a semi-bilingual BPO working on the corporate cards line of a bank...

Improved version:
I have six months of experience as an administrative assistant in a security camera installation company and a year and a half in a semi-bilingual BPO on the corporate cards line. Those roles helped me strengthen my customer service and organizational skills...

Describe your ideal work environment.

Your answer:
A place where I can grow personally and professionally and where I can find support when I'm learning the product.

Improved version:
My ideal work environment is a place where I can grow both personally and professionally, and where I feel supported while learning new tools or processes.

Tell me about a challenge you faced at work.

Your answer:
When I started working at the BPO, it was difficult to connect the solutions with customer needs because the product was broad...

Improved version:
When I first started at the BPO, I struggled to connect customer needs with the product because it was very broad. I organized the information better, which helped me adapt, improve my service quality, and handle stressful situations more calmly.

What's something new you'd like to learn?

Your answer:
I want to learn Portuguese to improve my language skills and find new opportunities.

Improved version:
I'd like to learn Portuguese because it can open more opportunities and help me connect with more people. I also want to continue studying and taking on new challenges to grow professionally and personally.

How do you handle feedback?

Your answer:
Feedback is important because it helps me identify opportunities...

Improved version:
I think feedback is really valuable because it helps me see where I can improve. For example, when I started in customer service, my supervisors guided me, and once I learned the product well, my performance improved...

How do you balance personal life and work?

Your answer:
I try not to mix information when I have a bad day. I breathe and separate the situations...

Improved version:
I try not to let personal issues affect my work. When I have a tough day, I take a moment to breathe, reset, and focus on the customers. Staying calm helps me provide better solutions without feeling overwhelmed.

Talk about your hobbies.

Your answer:
Disfruto de restaurantes lujosos, la psicología infantil, leer análisis científicos, hacer ejercicio, espacios limpios, caminatas...

Improved version:
When it comes to my hobbies, I enjoy visiting unique or upscale restaurants where I can try new types of food. I'm also very interested in child psychology, so I enjoy reading scientific studies about how children develop. I love exercising to relax, staying active, keeping my space clean, and going for walks.